



**Beginning August 30<sup>th</sup>, 2019, the City of Fayetteville Utility Billing department will begin migrating all online credit and debit card utility bill payments to a new payment website.**

Online eCheck payments will no longer be an option on the new payment website, however, you may sign up for ACH Bank Draft using the form available at <http://fayetteville-ar.gov/payutilitybill> if you wish to continue paying by check.

**The new payment website will allow customers to schedule one-time or automatic payments online using credit and debit cards.**

In addition, or if you pay using another method of payment, you can use eUtility to:

- Sign up for paperless billing
- Receive email reminders that your bill is available
- View past utility consumption
- View past bills
- Manage multiple utility accounts

**If you already use ACH Bank Draft, automatic bill pay through your bank, utilize the phone payment service, or mail in your utility payments:**

- You will not be affected by the system change.
- If you wish to opt-in to paperless billing, view utility usage history, view billing history, or pay your utility bill online with a credit or debit card, you can register for an eUtility account at <http://fayetteville-ar.gov/payutilitybill>.

**If you already pay online using one-time credit or debit card payments:**

- You will need to register for an eUtility account at <http://fayetteville-ar.gov/payutilitybill> and enter your billing information to continue paying online with a credit or debit card. This is a new website that will require you to set up a new username and password.

**If you already pay online using automated credit or debit card payments:**

- You will need to register for an eUtility account at <http://fayetteville-ar.gov/payutilitybill> and enter your billing information to continue paying online with a credit or debit card. This is a new website that will require you to set up a new username and password.
- Note: Automated credit or debit card payments are deducted on the date the utility bill is created. In order to pay a utility bill on a specific date, each payment will have to be entered individually, either online, by phone, or in person. If you have a balance due when signing up for scheduled payments in eUtility, a one-time payment of the balance due is required to keep your account current.
- You should disable any scheduled payments on our Utility Billing Portal, accessible at <http://fayetteville-ar.gov/payutilitybill>, and recreate your scheduled payment in eUtility or set up another payment method. Your current automated payments will be automatically disabled and the Utility Billing Portal will be inaccessible after December 2<sup>nd</sup>, 2019.

**If you already pay online using one-time e-check payments directly from your bank:**

- This payment type is being discontinued as of December 2<sup>nd</sup>, 2019.
- You will need to either register for an eUtility account at <http://fayetteville-ar.gov/payutilitybill> and enter your billing information to pay online with a credit or debit card, or sign up for ACH Bank Draft using the form available at <http://fayetteville-ar.gov/utilities>.

**If you already pay online using automated e-check payments directly from your bank:**

- This payment type is being discontinued as of December 2<sup>nd</sup>, 2019.
- You will need to either register for an eUtility account at <http://fayetteville-ar.gov/payutilitybill> and enter your billing information to pay online with a credit or debit card, or sign up for ACH Bank Draft using the form available at <http://fayetteville-ar.gov/utilities>.

Note: ACH Bank Draft payments are automatically deducted on the utility bill due date. In order to pay a utility bill on a specific date, the payment will have to be entered manually, either online, by phone, or in person.

- You should disable any scheduled payments on our Utility Billing Portal accessible at <http://fayetteville-ar.gov/payutilitybill> and recreate your scheduled payment in eUtility or set up another payment method. Your current automated payments will be automatically disabled and the Utility Billing Portal will be inaccessible after December 2<sup>nd</sup>, 2019.

If you have any questions or concerns, please contact the City of Fayetteville Utility Billing department by phone at (479) 521-1258, by email at [utilitybill@fayetteville-ar.gov](mailto:utilitybill@fayetteville-ar.gov), or by visiting our office Monday to Friday, 8AM to 5PM at 113 W Mountain Street, Fayetteville AR, 72701.

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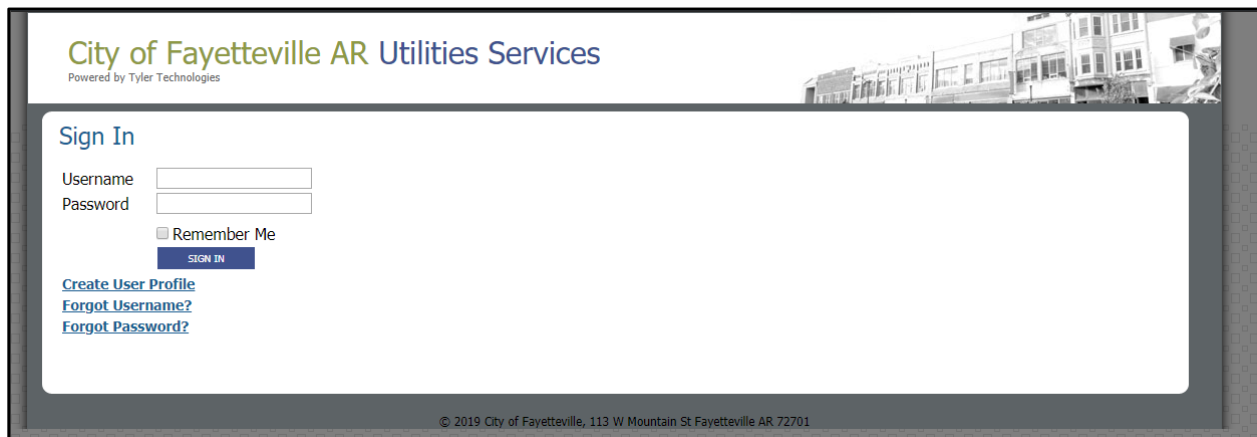
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## eUtility Account Registration

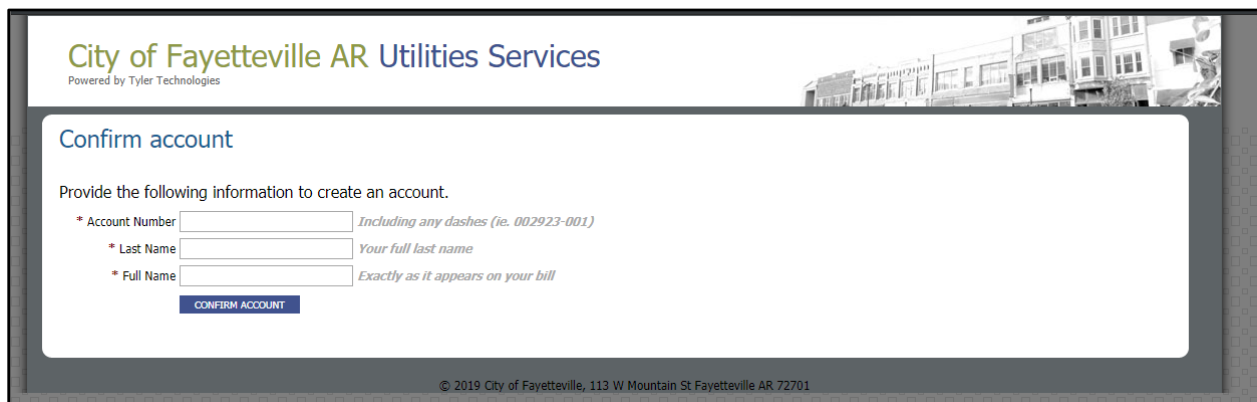
To register for the eUtility utility management system, please visit <http://fayetteville-ar.gov/payutilitybill>.

**Note:** You will need to have your utilities account number and the full name on your account in order to register for an eUtility account. This information is available on your paper utility bill or by calling the Utility Billing department at (479) 521-1258.

The screenshot shows the 'Sign In' page of the City of Fayetteville AR Utilities Services portal. The header includes the city name and 'Powered by Tyler Technologies'. The main content area has a 'Sign In' heading, followed by input fields for 'Username' and 'Password'. Below these is a 'Remember Me' checkbox and a 'SIGN IN' button. At the bottom of the sign-in section are links for 'Create User Profile', 'Forgot Username?', and 'Forgot Password?'. The footer contains the copyright notice: '© 2019 City of Fayetteville, 113 W Mountain St Fayetteville AR 72701'.

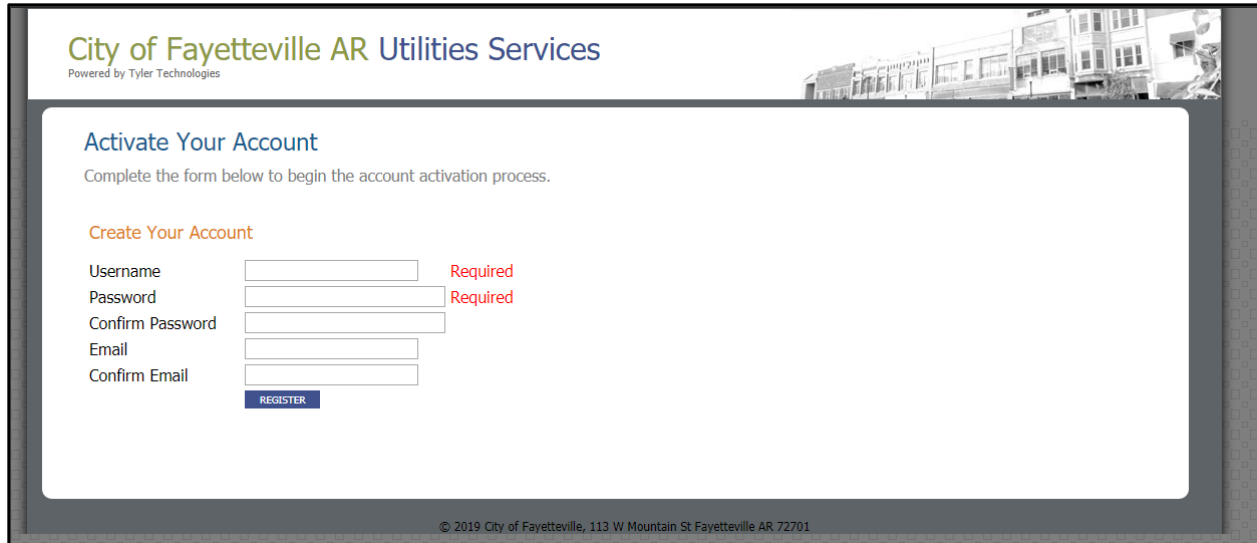
Click on Create User Profile to create a new account.

You may also click Forgot Username? or Forgot Password? if you have already registered an account but are not able to log in.

The screenshot shows the 'Confirm account' page of the City of Fayetteville AR Utilities Services portal. The header is the same as the previous page. The main content area has a 'Confirm account' heading, followed by the instruction 'Provide the following information to create an account.' Below this are three required fields: '\* Account Number' with a note 'Including any dashes (ie. 002923-001)', '\* Last Name' with a note 'Your full last name', and '\* Full Name' with a note 'Exactly as it appears on your bill'. A 'CONFIRM ACCOUNT' button is at the bottom of the form. The footer contains the same copyright notice: '© 2019 City of Fayetteville, 113 W Mountain St Fayetteville AR 72701'.

Type in your utility account number, the last name on the account, and the full name as it appears on your bill and click the *Confirm Account* button.

The full name must exactly match the name listed on your bill.



City of Fayetteville AR Utilities Services  
Powered by Tyler Technologies

### Activate Your Account

Complete the form below to begin the account activation process.

Create Your Account

Username  Required

Password  Required

Confirm Password

Email

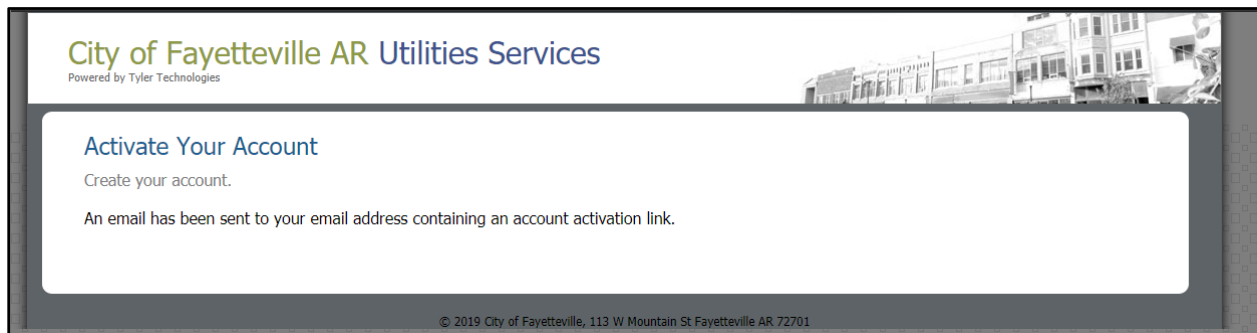
Confirm Email

[REGISTER](#)

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Choose a username and password, and type in your email address, then click the *Register* button.

Passwords must contain at least 8 characters, an uppercase letter, and a symbol.



City of Fayetteville AR Utilities Services  
Powered by Tyler Technologies

### Activate Your Account

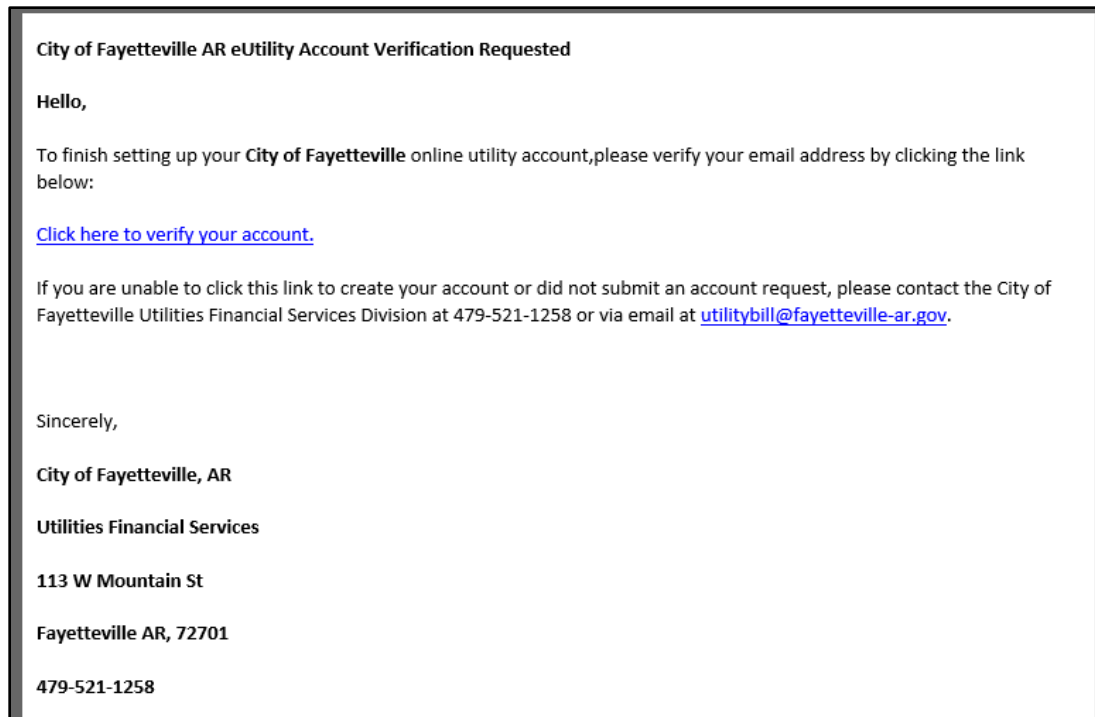
Create your account.

An email has been sent to your email address containing an account activation link.

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Once your account has been created, you will receive an activation email at the email address you entered in the previous step, from [eUtility@fayetteville-ar.gov](mailto:eUtility@fayetteville-ar.gov).

Note: This email address is not monitored. If you need to contact the Utility Billing department via email, please use [utilitybill@fayetteville-ar.gov](mailto:utilitybill@fayetteville-ar.gov).



Click on the [Click here to verify your account](#) link in the verification email to continue setting up your account.



Navigate back to the eUtility homepage by clicking [Click to login](#) or by going to <http://fayetteville-ar.gov/payutilitybill> in your browser.

## eUtility Login & Navigation

**City of Fayetteville AR Utilities Services**  
Powered by Tyler Technologies

**Sign In**

Username

Password

☐ Remember Me

**SIGN IN**

[Create User Profile](#)  
[Forgot Username?](#)  
[Forgot Password?](#)

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Type in your Username and Password, and if you would like, select the *Remember Me* checkbox to have your browser save your Username. Click *Sign In*.

If you have forgotten your username or password, you may click the [Forgot Username?](#) or [Forgot Password?](#) links in order to regain access to your account. For more information, please see the *Forgot Username* or *Forgot Password* sections at the end of this document.

**City of Fayetteville AR Utilities Services**  
Powered by Tyler Technologies

**Account Summary** **Account Details** **Payments** **eBill Enrollment**

**User Profile**

Thank you for accessing the City of Fayetteville eUtility Payment website

**Account Summary**

**Billing Status**

View Bill		Make a Payment	
Balance on Last Bill	\$131.80		
All Activity Since Last Bill	\$0.00		
<b>Total Due</b>	<b>\$131.80</b>		
Current Bill Due Date	6/5/2019		

**Account Information**

Account #

Service Address

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Using the navigation tabs at the top of the page, you can click on *Account Summary*, *Account Details*, *Payments*, *eBill Enrollment*, or *User Profile* to see additional options.

From the *Account Summary* page, you can view your basic account information, utility bill balance, and due date.

## Account Details, Consumption Analysis, & Account History

The screenshot displays the City of Fayetteville AR Utilities Services web portal. The header includes the logo and the text "Powered by Tyler Technologies". The main navigation bar shows the user's account balance (\$131.80) and tabs for Account Summary, Account Details (selected), Payments, and eBill Enrollment. The Account Details dropdown menu is open, showing options for View Bills, Consumption Analysis, and Account History. The View Bills section includes a Billing Date dropdown set to 5/15/2019 and a VIEW BILL button. Below this, a utility bill preview is shown, titled "FayettevilleAR\_UtilityBill". The bill includes the City of Fayetteville Utilities Financial Services contact information, a table with Account Number, Sequence, Due Date, and Amount Due, and the Remit to Address.

Account Number	Sequence	DUE DATE	AMOUNT DUE
[REDACTED]	001	06/05/2019	BANK DRAFT

**UTILITY BILL**

**CITY OF FAYETTEVILLE**  
UTILITIES FINANCIAL SERVICES  
113 W MOUNTAIN ST  
FAYETTEVILLE, AR 72701-6083

Water & Sewer Billing Inquiries Call: 479-521-1258  
Recycling & Trash Billing Inquiries Call: 479-575-8398

Mailing Address: [REDACTED]

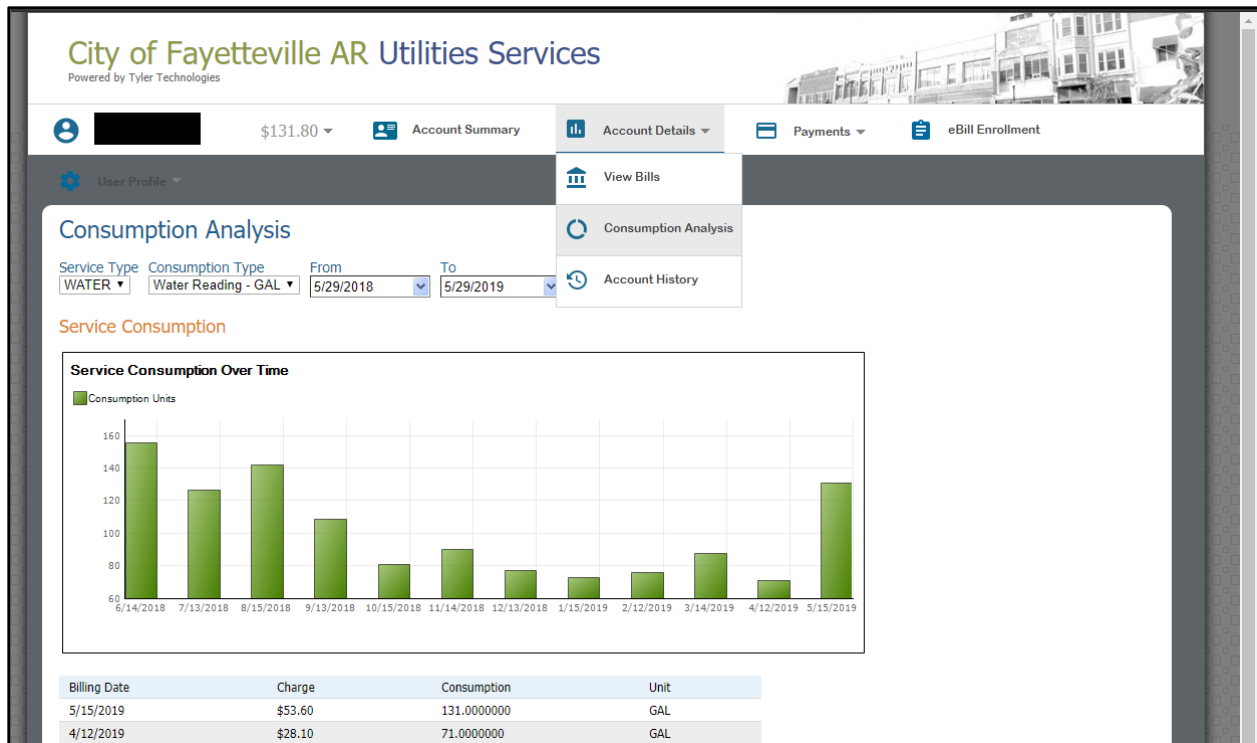
Remit to Address:  
CITY OF FAYETTEVILLE  
113 W MOUNTAIN ST  
FAYETTEVILLE, AR 72701-6083

Do not send cash. Please write your account number on your check or money order and make payable to the City of Fayetteville. Remit payments to address above. Payments received after 4 p.m. will not be posted to the account until the next business day.

From the *Account Details* tab, click *View Bills* to view a PDF copy of your most recent utility bill.

You can select past billing cycles using the *Billing Date* drop-down box.

Using the utility bill preview on your screen, you are able to print your statement from home or save a .PDF file of your statement that is viewable with Adobe Reader. Adobe Reader is available at <https://get.adobe.com/reader/>.



From the *Account Details* tab, click *Consumption Analysis* to view a customizable chart and table of your utility consumption over the last 12 billing cycles.

You can use the *From* and *To* drop-down boxes to specify a date range for the *Service Consumption* report.

**City of Fayetteville AR Utilities Services**  
Powered by Tyler Technologies

Account Summary: \$131.80

Account Details ▾

Payments ▾ eBill Enrollment

User Profile ▾

View Bills

Consumption Analysis

Account History

From: 5/29/2018 To: 5/29/2019 UPDATE

**Account History**

**Transactions**

Date	Type	Amount	Running Balance
05/15/2019	<a href="#">Bill</a>	\$131.80	\$131.80
05/05/2019	Bank Draft	(\$99.56)	\$0.00
04/12/2019	<a href="#">Bill</a>	\$99.56	\$99.56
04/05/2019	Bank Draft	(\$114.38)	\$0.00

From the *Account Details* tab, click *Account History* to view the billing and payment history of your account.

Click on the [Bill](#) link to see your utility bill for that billing cycle. You can use the *From* and *To* drop-down boxes to specify a date range for the *Account History* report.

## Making a Credit/Debit Card Payment

The screenshot shows the 'City of Fayetteville AR Utilities Services' website. The header includes the logo and 'Powered by Tyler Technologies'. The navigation bar has links for 'Account Summary', 'Account Details', 'Payments', and 'eBill Enrollment'. The 'Payments' dropdown menu is open, showing 'Make a Payment' and 'Credit Card Enrollment'. On the left, a 'Balance Summary' table shows a balance of \$0.00. The main content area is titled 'Make a Payment' and contains a 'Payment' section with a 'Payment Amount' field, a checkbox for 'I agree to the Terms and Conditions', and a 'PAY WITH CREDIT CARD' button. The footer shows the copyright information for 2019.

Balance Summary	
Balance On Last Bill	\$0.00
New Activity	\$0.00
<b>Total Due</b>	<b>\$0.00</b>

**Make a Payment**

**Payment**

\* Payment Amount \$

☐ I agree to the [Terms and Conditions](#)

[PAY WITH CREDIT CARD](#)

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From the *Payments* tab, click *Make a Payment* to make a payment with your credit/debit card.

Your account balance is visible on the left side, along with any activity in the current billing period. Enter the payment amount in the *Payment Amount* field, check the box to agree to the [Terms and Conditions](#), and click *Pay with Credit Card* to begin. You will be transferred to the payment processor's website.

Note: The minimum payment is \$5.00. You can also make payments if your account has a zero balance, and the credit will be applied toward your account.

The screenshot shows a web payment interface. The top section is titled "BILLING INFORMATION" and contains a note: "(Must match the billing address for your credit card)". Below this are input fields for Name, Address (two lines), City, State / Zip (a dropdown menu showing "Select..." and a text field), Phone, and Email. At the bottom of this section, it shows "City of Fayetteville", "AR eUtility:" with a value of "5.01", and "Grand Total:" with a value of "5.01".

The bottom section is titled "PAYMENT INFORMATION". It features logos for Mastercard and Visa. Below these is a "Payment Method:" dropdown menu showing "Select...". There is a checkbox labeled "I'm not a robot" next to a reCAPTCHA logo and the text "reCAPTCHA Privacy - Terms". At the bottom of this section are three buttons: "MAKE PAYMENT" (with a green checkmark), "CLEAR FORM", and "CANCEL".

At the very bottom of the page, there is a "Secured by" logo with a date "2019-06-05" and the text "ABOUT SSL CERTIFICATES". On the right side, there is a circular logo for "A-lign PCI DSS".

Enter your billing information, then select the *Payment Method* you would like to use.

Note that your billing address may be different from the address at which you have utility service.

eUtility currently accepts Visa, Mastercard, or Discover Credit or Debit card payments.

Enter your *Card Number*, *Expiration Date*, and *Security Code* from the back of the card. Check the *I'm not a robot* checkbox to allow the CAPTCHA system to verify the transaction. There may be additional steps required to complete the CAPTCHA verification.

Confirm that the information is entered correctly and click *Make Payment* to process your transaction.

**BridgePay Confirmation**

## Payment Receipt

Thank you! Your credit card payment was successful.  
While unlikely, it may take some time to post the payment to your account. If the payment has not been posted to your account within 24 hours, contact your municipality for assistance.  
We recommend you that click the "Print Charge Confirmation" button to print a receipt for your records.

Confirmation #	██████████
Payment Description	City of Fayetteville AR eUtility
Date	6/5/2019 3:14:11 PM
Payment Amount	\$5.01
Total Charge	\$5.01

Payments may take 24-48 hours to post to your account.

[PRINT CHARGE CONFIRMATION](#) [RETURN TO UTILITIES](#)

When the payment has been processed, a payment receipt will be shown, along with a shortcut to print the receipt or return to the Utility Billing eUtility website.

You will receive an email receipt to the email address listed in your eUtility account profile. It is recommended that you save or print this receipt for your records.

Click *Return to Utilities* to return to the eUtility website.

## Automatic Credit/Debit Card Payment Enrollment

From the *Payments* tab, click *Credit Card Enrollment* to set your Credit or Debit card up for automated payments.

Enter your email address in the *Email* field, check the box to agree to the Terms and Conditions, and click *Enroll with Credit Card* to begin. You will be transferred to the payment processor's website.

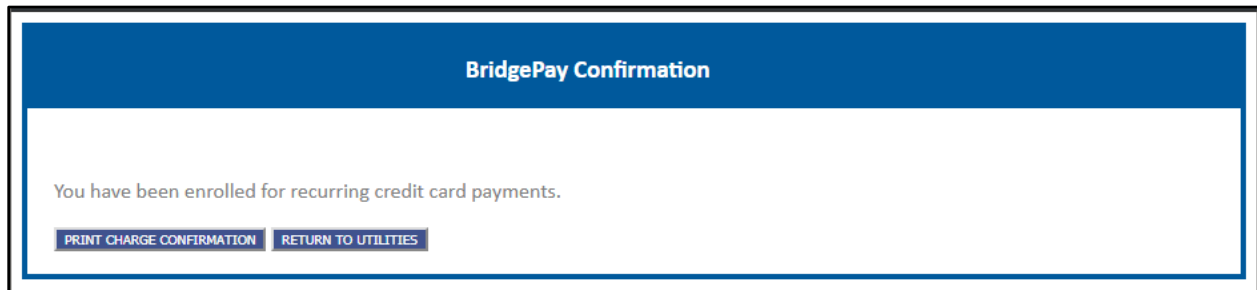
Enter your billing information, then select the *Payment Method* you would like to use.

Note that your billing address may be different from the address at which you have utility service.

eUtility currently accepts Visa, Mastercard, or Discover Credit or Debit card payments.

Enter your *Card Number* and *Expiration Date*.

Confirm that the information is entered correctly and click *Submit* to process your request.



After clicking submit, a confirmation page will appear.

Click *Return to Utilities* to return to the eUtility website.

Automated credit or debit card payments are deducted on the date the utility bill is created. In order to pay a utility bill on a specific date, each payment will have to be entered individually, either online, by phone, or in person.

If you have a balance due when signing up for scheduled payments in eUtility, a one-time payment of the balance due is required to keep your account current.

If your Credit or Debit card is nearing its expiration date, eUtility will notify you using the email associated with your eUtility account.

The screenshot displays the 'City of Fayetteville AR Utilities Services' website. The header includes the city name and 'Powered by Tyler Technologies'. A navigation bar shows a user profile icon, a balance of '\$0.00', and links for 'Account Summary', 'Account Details', 'Payments', 'eBill Enrollment', and 'User Profile'. The 'Payments' dropdown menu is open, showing 'Make a Payment' and 'Credit Card Enrollment'. The main content area is titled 'Credit Card Enrollment' and includes a thank-you message. Below this, the 'Enrollment Status' is shown as 'Actively Enrolled'. A 'Payment Information' box displays a masked card number 'xxxx-xxxx-xxxx-8349' and an expiration date of '10/2021'. An email field is also present. At the bottom of the enrollment section, there is a 'WITHDRAW' button and a checkbox for 'I agree to Terms And Conditions'.

You can verify or withdraw your enrollment at any time. From the *Payments* tab, click *Credit Card Enrollment* to view your enrollment status.

Click *Withdraw* to end your automatic payments.

## Electronic & Paperless Billing

**City of Fayetteville AR Utilities Services**  
Powered by Tyler Technologies

\$0.00 ▼ Account Summary Account Details ▼ Payments ▼ **eBill Enrollment** User Profile ▼

**eBill Enrollment**

eBills is a service where you can receive new bill notifications electronically and view your bill as a PDF. To sign up simply fill out the form below.

**Enrollment Status**

**Not Currently Enrolled**

\* Your Email Address  (THIS IS WHERE WE WILL SEND YOUR EBILL NOTIFICATIONS)

\* Your Delivery Preference

☒ eBill Only

☐ eBill and Paper Invoice

**ENROLL NOW**

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Click on the *eBill Enrollment* tab to sign up for eBill electronic billing or paperless statements.

Type in your email address in the *Your Email Address* field and select *Your Delivery Preference*.

- If you only want to receive your bill to your email address, select *eBill Only*.
- To receive your bill to both your email address and a physical bill in the mail, select *eBill and Paper Invoice*.

You will be notified using the email associated with your eUtility account when your bill is available to view online.

**City of Fayetteville AR Utilities Services**  
Powered by Tyler Technologies

Account Summary Account Details Payments eBill Enrollment User Profile

**eBill Enrollment**

To complete your eBill registration you must click the Activation Link in the enrollment email we sent you.

**Enrollment Status**

**Enrollment Pending Email Confirmation**

\* Your Email Address [REDACTED] (THIS IS WHERE WE WILL SEND YOUR EBILL NOTIFICATIONS)

\* Your Delivery Preference

☒ eBill Only

☐ eBill and Paper Invoice

RESEND ACTIVATION CANCEL ENROLLMENT

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Once you have enrolled, you will be sent a verification email to your email address from eUtility@fayetteville-ar.gov.

Dear [REDACTED]

Welcome to the City of Fayetteville AR eUtilitywebsite . The eUtility program makes it easier than ever to pay your bills. To complete your enrollment and begin receiving your bill electronically, you need to confirm your enrollment by clicking on this link: [Confirm My Enrollment](#). You will be prompted to log on using basic information such as your name, address, and account number. Please have a previous bill handy if you do not know your account number.

In the email you receive from eUtility@fayetteville-ar.gov, click the [Confirm My Enrollment](#) link to verify your email address and confirm your eBill settings.

The screenshot shows the 'City of Fayetteville AR Utilities Services' website. The header includes the logo, 'Powered by Tyler Technologies', and a navigation bar with links for Account Summary, Account Details, Payments, eBill Enrollment (selected), and User Profile. The main content area is titled 'eBill Enrollment' and includes a thank you message. The 'Enrollment Status' is 'Actively Enrolled'. Below this, there is a form with two fields: 'Your Email Address' (with a placeholder text '(THIS IS WHERE WE WILL SEND YOUR EBILL NOTIFICATIONS)') and 'Your Delivery Preference' (with radio buttons for 'eBill Only' and 'eBill and Paper Invoice'). At the bottom of the form are two buttons: 'UPDATE ENROLLMENT' and 'CANCEL ENROLLMENT'. The footer contains the copyright notice: '© 2019 City of Fayetteville, 113 W Mountain St Fayetteville AR 72701'.

City of Fayetteville AR Utilities Services  
Powered by Tyler Technologies

Account Summary Account Details Payments eBill Enrollment User Profile

**eBill Enrollment**  
Thank you for enrolling in eBills!

**Enrollment Status**

**Actively Enrolled**

\* Your Email Address  (THIS IS WHERE WE WILL SEND YOUR EBILL NOTIFICATIONS)

\* Your Delivery Preference

☒ eBill Only

☐ eBill and Paper Invoice

UPDATE ENROLLMENT CANCEL ENROLLMENT

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When your enrollment is confirmed, the *eBill Enrollment* page will show that you are *Actively Enrolled*.

## Profile Maintenance

City of Fayetteville AR Utilities Services  
Powered by Tyler Technologies

\$0.00 ▼ Account Summary Account Details ▼ Payments ▼ eBill Enrollment User Profile ▼

User Profile

User Name [Redacted]

Current Password  8 - 25 characters (must contain: number, symbol)

New Password

Confirm Password

Email

Confirm Email

SAVE

Profile Maintenance

Linked Accounts

Log Out

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From the *User Profile* tab, click *Profile Maintenance* to make changes to your email address or password.

Enter your current password in the *Current Password* field.

You can change your password by entering a new password in the *New Password* field, then confirm your new password by entering it in the *Confirm Password* field.

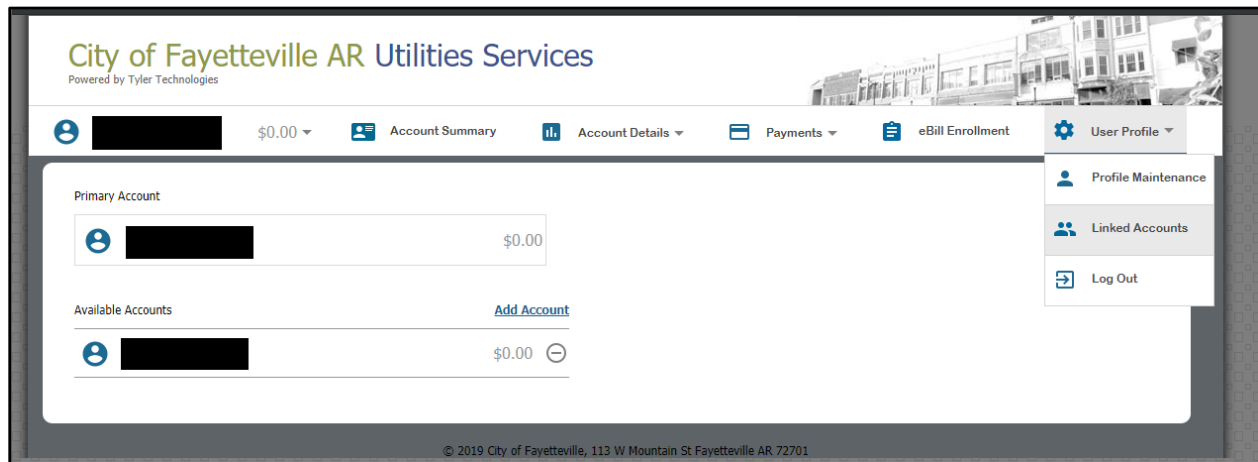
Passwords must contain at least 8 characters, an uppercase letter, and a symbol.

You can change your email address the same way, by entering your new email address in the *Email* and *Confirm Email* fields.

Click *Save* to save your changes. You will receive an email from [eUtility@fayetteville-ar.gov](mailto:eUtility@fayetteville-ar.gov) confirming this account change.

## Linked Accounts

You can manage multiple utility accounts using the same eUtility account.



From the *User Profile* tab, click *Linked Accounts* to manage your Utility Billing accounts.

To add an account, click the Add Account link.

The screenshot shows the 'Add Account' form on the 'City of Fayetteville AR Utilities Services' website. The form asks for the following information to add an account:

- \* Account Number (Including any dashes (ie. 002923-001))
- \* Last Name (Your full last name)
- \* Full Name (Exactly as it appears on your bill)

There is a 'CONFIRM ACCOUNT' button and a 'Return to Account Management' link.

Enter the *Account Number*, *Last Name*, and *Full Name* for the account you would like to add and click *Confirm Account*.

City of Fayetteville AR Utilities Services  
Powered by Tyler Technologies

Account Summary | Account Details | Payments | eBill Enrollment | User Profile

Account # [REDACTED]  
Service Address [REDACTED]

**Billing Status**  
[View Bill](#) [Make a Payment](#)  
 Balance on Last Bill \$131.80  
 All Activity Since Last Bill \$0.00  
 Total Due **\$131.80**  
 Current Bill Due Date 6/5/2019

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You can view balances and switch between accounts using the drop-down box to the left of the *Account Summary* tab.

City of Fayetteville AR Utilities Services  
Powered by Tyler Technologies

Account Summary | Account Details | Payments | eBill Enrollment | User Profile

Primary Account  
 [REDACTED] \$131.80

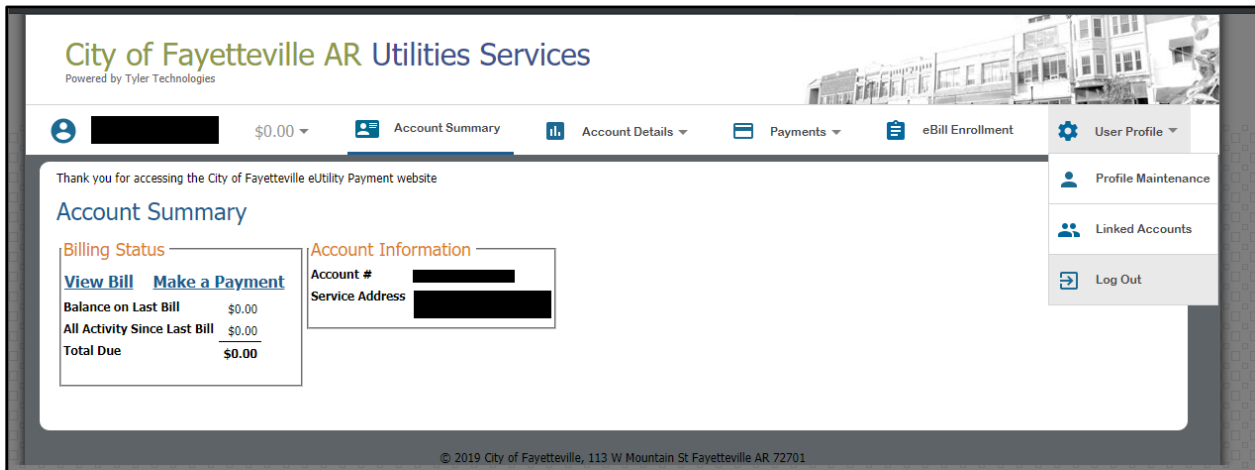
Available Accounts [Add Account](#)  
 [REDACTED] \$131.80 -  
 [REDACTED] \$0.00 -

User Profile  
 Profile Maintenance  
 Linked Accounts  
 Log Out

© 2019 TEST eSuite, City of Fayetteville AR TEST

You can remove linked accounts from the *User Profile* tab, by clicking on *Linked accounts* and clicking the minus icon next to the linked account you would like to remove.

## Log Out



City of Fayetteville AR Utilities Services  
Powered by Tyler Technologies

Account Summary | Account Details | Payments | eBill Enrollment | User Profile

Thank you for accessing the City of Fayetteville eUtility Payment website

### Account Summary

**Billing Status**

[View Bill](#) [Make a Payment](#)

Balance on Last Bill	\$0.00
All Activity Since Last Bill	\$0.00
<b>Total Due</b>	<b>\$0.00</b>

**Account Information**

Account # [REDACTED]  
Service Address [REDACTED]

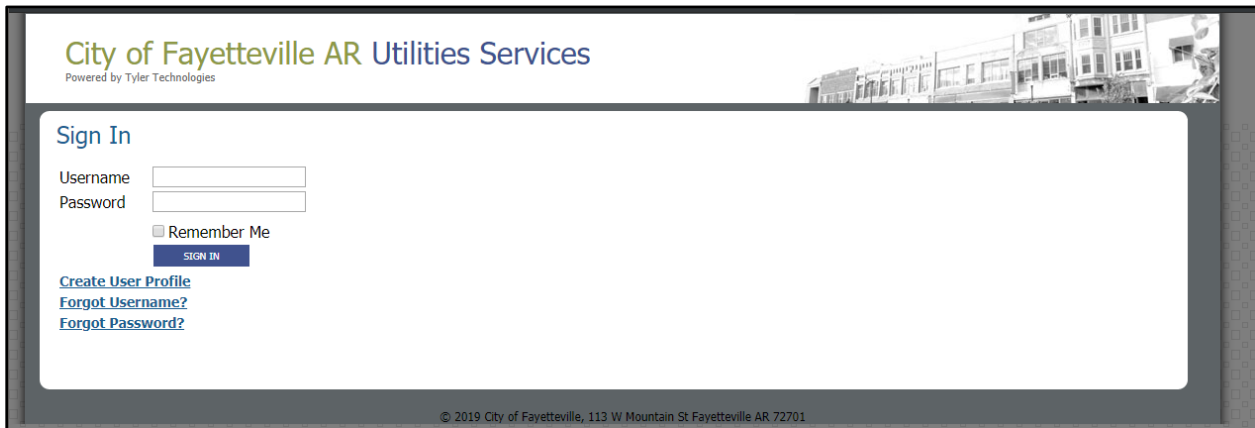
Profile Maintenance  
Linked Accounts  
Log Out

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From the *User Profile* tab, click *Log Out* to be logged out of eUtility.

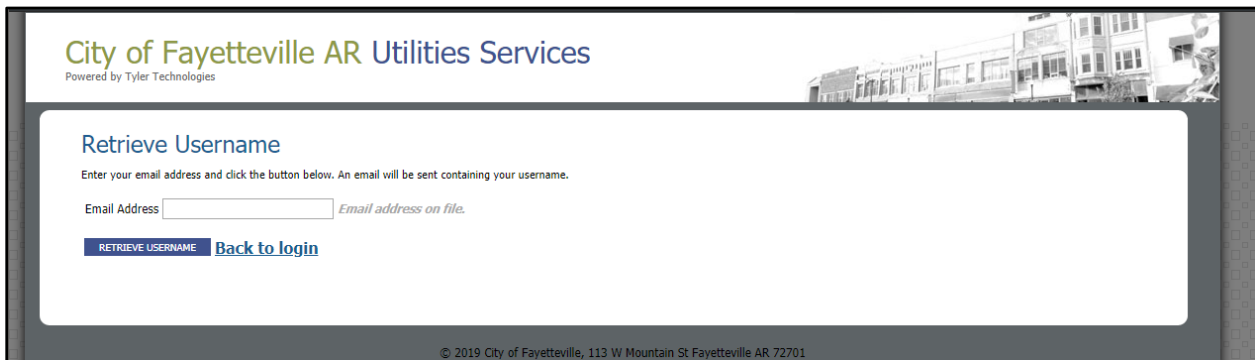
It is recommended that you log out after each session, to ensure your security and privacy.

## Forgot Username



The screenshot shows the 'Sign In' page of the City of Fayetteville AR Utilities Services portal. The header includes the city name and 'Powered by Tyler Technologies'. The main content area has a 'Sign In' heading, followed by 'Username' and 'Password' input fields. Below these is a 'Remember Me' checkbox and a 'SIGN IN' button. At the bottom of the sign-in section are three links: 'Create User Profile', 'Forgot Username?', and 'Forgot Password?'. The footer contains the copyright notice: '© 2019 City of Fayetteville, 113 W Mountain St Fayetteville AR 72701'.

From <http://fayetteville-ar.gov/payutilitybill>, you can click on the Forgot Username? link to reset your username.



The screenshot shows the 'Retrieve Username' page of the City of Fayetteville AR Utilities Services portal. The header is identical to the previous page. The main content area has a 'Retrieve Username' heading, followed by the instruction: 'Enter your email address and click the button below. An email will be sent containing your username.' Below this is an 'Email Address' input field with a placeholder text 'Email address on file.' At the bottom of the form are two buttons: 'RETRIEVE USERNAME' and 'Back to login'. The footer contains the same copyright notice: '© 2019 City of Fayetteville, 113 W Mountain St Fayetteville AR 72701'.

Enter your email address in the *Email Address* field and click *Retrieve Username*.

City of Fayetteville AR eUtility Account Username Recovery

Hello,

We received a request to recover your **City of Fayetteville AR** eUtility Account username on Friday, June 7, 2019 10:42 AM.

Your username is: [REDACTED]

If you did not submit this request, please contact the City of Fayetteville Utilities Financial Services Division at 479-521-1258 or via email at [utilitybill@fayetteville-ar.gov](mailto:utilitybill@fayetteville-ar.gov).

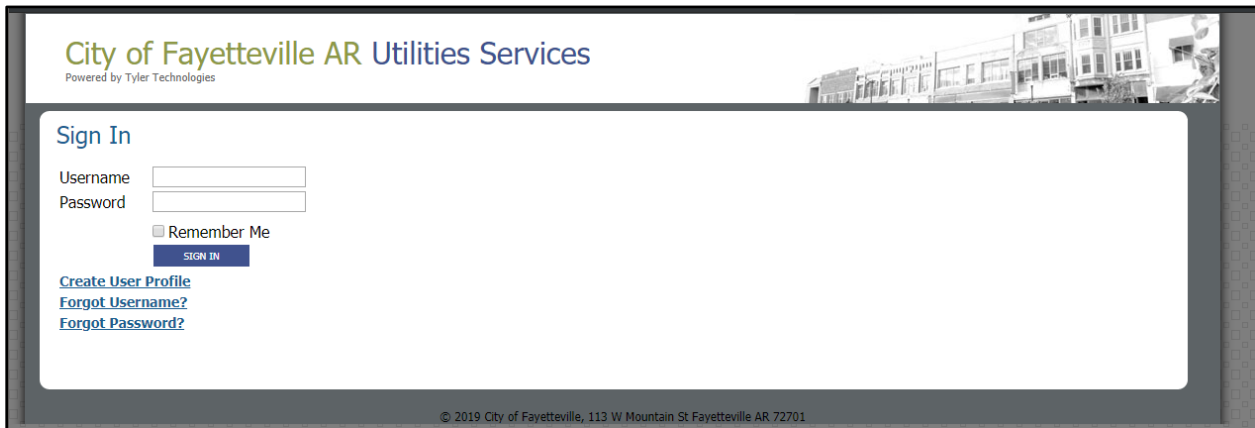
Sincerely,

City of Fayetteville, AR

You will receive an email with your username. You can use this username to log in.

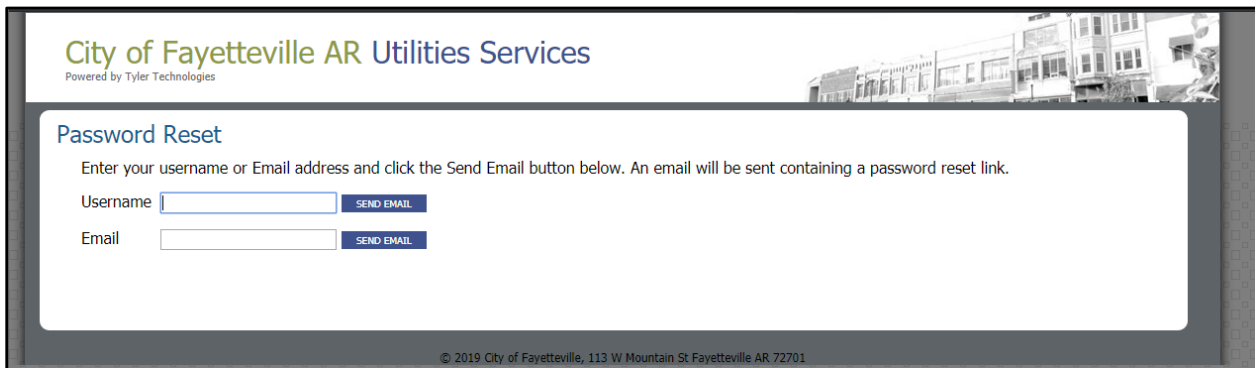
If you are unable to find your username or need additional assistance, please contact the City of Fayetteville Utility Billing department at (479) 521-1258.

## Forgot Password



The screenshot shows the 'Sign In' page of the City of Fayetteville AR Utilities Services portal. The header includes the city name and 'Powered by Tyler Technologies'. The main content area has a 'Sign In' heading, followed by 'Username' and 'Password' input fields. Below these is a 'Remember Me' checkbox and a 'SIGN IN' button. At the bottom of the form area are three links: 'Create User Profile', 'Forgot Username?', and 'Forgot Password?'. The footer contains the copyright notice: '© 2019 City of Fayetteville, 113 W Mountain St Fayetteville AR 72701'.

From <http://fayetteville-ar.gov/payutilitybill>, you can click on the Forgot Password? link to reset your password.



The screenshot shows the 'Password Reset' page of the City of Fayetteville AR Utilities Services portal. The header is identical to the previous page. The main content area has a 'Password Reset' heading, followed by a paragraph: 'Enter your username or Email address and click the Send Email button below. An email will be sent containing a password reset link.' Below this are two rows of input fields. The first row has a 'Username' field and a 'SEND EMAIL' button. The second row has an 'Email' field and a 'SEND EMAIL' button. The footer contains the same copyright notice: '© 2019 City of Fayetteville, 113 W Mountain St Fayetteville AR 72701'.

Enter your username in the *Username* field or your email address in the *Email* field and click the respective *Send Email* button. You will be sent an email with a link to reset your password.

**City of Fayetteville AR eUtility Password Reset Request**

Hello [REDACTED],

Please use the following link to reset your City of Fayetteville AR eUtility website password. The link will expire at Friday, June 7, 2019 6:49 PM.

[Password Reset](#)

Sincerely,

City of Fayetteville, AR

Click the [Password Reset](#) link to be taken to a page where you can select a new password.

The screenshot shows the 'Reset Password' page of the City of Fayetteville AR Utilities Services website. The header includes the city name and 'Powered by Tyler Technologies'. The main content area has a title 'Reset Password' and a prompt to 'Enter the information below to select a new password.' Below this are two input fields: 'New Password' and 'Confirm New Password'. A blue 'RESET PASSWORD' button is positioned below the confirmation field. The footer contains the copyright notice: '© 2019 City of Fayetteville, 113 W Mountain St Fayetteville AR 72701'.

Enter your desired password in the *New Password* field, then confirm your new password by entering it in the *Confirm Password* field.

Passwords must contain at least 8 characters, an uppercase letter, and a symbol.

Click *Reset Password*. You will receive an email confirming this account change.

If you are unable to reset your password or need additional assistance, please contact the City of Fayetteville Utility Billing department at (479) 521-1258.